

Customer service volunteer

What will you do?

- complete an introduction to Citizens Advice and training for your role
- welcome all clients and other visitors to the Citizens Advice Dacorum
- explain to the client how long they might be waiting and what will happen
- type up information from your client interaction into our information system
- answer the telephone, reply to emails and post
- help with the day to day running of the Citizens Advice service

What's in it for you?

- gain and build on valuable skills and experience such as communication, IT skills and working in a team
- increase your employability
- contribute to the smooth running of the advice service which makes a real difference to peoples' lives
- work with a range of different people, independently and in a team.

And we'll reimburse expenses too!

What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good IT skills
- be calm under pressure
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

Minimum 4 hours per week, for at least 9 months.

We can be flexible and understand that you may have existing family and personal commitments.



Contact us

Follow this link to register your interest - [_Volunteering information request - Dacorum](#)